ANSWER TO USSC's MOTION TO DISMISS DOCKET NO. 2009-39-W



I ask the Public Service Commission (Commission) to deny Utilities Services of South Carolina's (USSC) Motion to Dismiss Docket No. 2009-39-W.

My complaints have been brought to the attention of the Office of Regulatory Staff (Staff) in verbal and written communications. My manie: 360/05 point of contact is Chad Campbell, and I have also communicated with Florence Belser, Dukes Scott, and Willie Morgan. I am not satisfied with Staff's resolution of my complaints, and therefore am exercising my rights

I have attached some of my correspondence with Staff as evidence and I am also requesting that Staff corroborate my understanding of the following:

under SC Code Ann 58-5-270 to request a hearing before the Commission.

- 1. Pass through mechanism Staff explained to me that USSC calculates the itemized supply charges on customer invoices to pass through 100% of USSC's bulk water suppliers' charges, including maintenance charges and unaccounted for water. Staff explained that the pass through mechanism was approved by the Commission under Docket No. 2005-217-WS. Staff opines that USSC is billing its distribution-only consumers correctly under the pass-through mechanism. I argue that USSC is not billing its distribution-only consumers correctly, as prescribed by Commission Order 2006-22, and I want this remedied by the Commission.
- 2. Water pressure Staff continues its investigation of high water pressure in Dutchman Shores subdivision. Staff has asserted that the cause of the unlawfully high water pressure has been identified and corrected. It is my understanding that Staff cannot direct USSC to reimburse me for charges incurred due to the water pressure, nor can Staff implement a requirement for USSC to engage in regular pressure testing and accountability. I am not satisfied with Staff's inability to implement some safeguarding requirements and I want the Commission to address this matter.
- 3. Reimbursement Same explanation as item 2 above RECEIVED

MAR 18 2009

- 4. Timely billing Staff asserts that the requirement for "timely" billing is discretionary and that USSC had a reasonable explanation for delayed billing due to an isolated incident caused by a poorly implemented change of core software last year. I argue that USSC is still sending billings far beyond the meter read dates and I do not find this acceptable. I have attached my most recent bill as evidence. This bill demonstrates a consumption period of 11/21/08 12/17/08, and yet my bill was not generated until 3/3/09. This is unacceptable, and I would like the Commission to remedy the situation.
- 5. Reporting Staff's answers to my questions about reporting are attached. Staff's answers did not help me justify the amount of supply charges or distribution charges on my bills. I opine that USSC's poor reporting is not acceptable. I have a right to know how my supply charges are calculated, and a right to be able to audit these charges. I did not receive the information I requested working through Staff so I am asking the Commission to address these issues.
- 6. Scrutinize cost basis Same explanation as item 5 above.

Several attempts at verbal communication with USSC failed before my call was initiated to Staff. Many requests for a USSC manager to call me back were not returned. I have not had a return call from a manager of USSC to date. Front line agents are difficult to get a hold of as well. The phone lines at USSC are often busy. When I did get a hold of front line agents at USSC I was told repeatedly that I am billed for what goes through my meter and that it was my responsibility to call a plumber and check for leaks. After I exhausted everything I knew how to do to explain my high consumption and high billing rate, I initiated contact with Staff. Staff has been highly cooperative and professional, but I understand that they only have jurisdiction and authority to do certain things. Although some progress has been made concerning high water pressure, my complaints are still largely unresolved. Therefore, I am exercising my rights under SC Code Ann 58-5-270 to ask for a hearing before the Commission.

Sincerely,

Lisa Lochbaum

RESPONSE TO USSC's ANSWER DOCKET NO. 2009-39-W

In response to USSC's third defense on page 2, item 3, my complaint has been mediated by the Office of Regulatory Staff (Staff). There is not a specific requirement in SC Code Ann 58-5-270 to participate in a mediation session neither with the utility nor with Staff. The code states the following:

"Individual consumer complaints must be filed with the Office of Regulatory Staff which has the responsibility of mediating consumer complaints under the provisions of Articles 1, 3, and 5. If a complaint is not resolved to the satisfaction of the complainant, the complainant may request a hearing before the commission."

The code states that it is the responsibility of Staff to mediate consumer complaints. Neither Staff, nor USSC, has requested a mediation session with me, but I would have been very willing to participate is such a session. Based on my communications with Staff, I am under the impression that I have exhausted resources and it was time to exercise my right under SC Code Ann 58-5-270 to request a hearing before the Commission to resolve my complaints. It is my belief that the Commission does, in fact, have jurisdiction over this matter.

Responding to USSC's sixth defense on page 3, item 6, I mostly disagree with USSC's assertion that its approved pass-through mechanism is different than Kiawah Island Utilities' (KIU) pass through mechanism.

Responding to USSC's sixth defense on page 3, item 6a, KIU only deals directly with one bulk water supplier. As a result it was simple for KIU to include bulk water charges in total operating costs and have one approved rate for consumers. USSC is in a unique situation where it was requesting a pass through mechanism for eight bulk water suppliers to eighteen subdivisions. This is why Dawn Hipp, with Office of Regulatory Staff, included Exhibit DMH-8 with her settlement agreement testimony in Docket No. 2005-217-WS, which demonstrates the effect of the pass through on USSC consumers. Please, see the following excerpt from Ms. Hipp's testimony below taken from http://dms.psc.sc.gov/pdf/matters/E67F4AA4-

EBBE-89FA-9E28A3D1CCF80B09.pdf page on the Commission's docketing website.

- Q. WHAT WOULD BE THE COST IMPACT OF THE PASS-THROUGH ON CUSTOMERS IN THESE PORTIONS OF THE USSC'S WATER SERVICE AREA?
- A. The cost impact would vary depending upon the area in which a customer is located as Exhibit DMH-8 reflects. The variance arises from the fact that USSC currently receives bulk water service from eight different bulk water providers which have differing bulk rates and charges. At the request of ORS, USSC has agreed to provide additional notice to the customers in the eighteen subdivisions where the pass-through would apply.
- Q. WHAT IS THE ONE MODIFICATION TO USSC'S PROPOSED PASS-THROUGH PROVISION THAT ORS PROPOSES BE ADOPTED?
- A. ORS proposes that USSC's right to pass-through bulk charges in amounts above and beyond those reflected in Exhibit DMH-8 be conditioned upon USSC's compliance with the procedure established by the Commission for Kiawah Island Utility, Inc. in Order Numbers 2002-285 and 2002-517 in Docket Number 2001-164. Under that procedure, USSC will be required to give the Commission thirty days notice of its intent to increase the amount of pass-through rates beyond those which may be approved in this proceeding and to provide the Commission with justification for any such increase. In the event that the amount of increase in the pass-through rate is approved by the Commission, USSC will then be required to give customers an additional thirty days notice before the increase in the pass-through amount may be put into effect. ORS believes that this modification is in the public interest for several reasons. First, it fairly addresses the unique

Also, please see the information below taken from the above referenced Exhibit DMH-8 at the same web address.

UTILITIES SERVICES OF SOUTH CAROLINA, INC. 2025-217-WS COST IMPACT TO CUSTOWERS IN PASS-THROUGH SERVICE AREAS

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Existation Notes.

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You can see that in my subdivision, Dutchman Shores, USSC claimed that we were supposed to only see a supply charge of \$2.89 per 1000 gallons after the implementation of the pass through mechanism. All of this testimony was included with the Settlement Agreement which the Commission adopted in its order 2006-22.

In essence, the pass through mechanism is the same, in that Ms. Hipp published the Exhibit above in an effort to publish the charge that consumers would incur for water supply. It certainly was not the intention of the mechanism to offer USSC a mechanism to bill consumers and have no realistic justification for fluctuating monthly supply rates which cannot be validated against bulk water supplier charges.

In response to item 6a on page 4, I am certainly willing to entertain alternative ideas which would safeguard distribution-only customers against unreasonable and fluctuating rates.

In response to item 6d on page 5, this is USSC's spreadsheet. I simply used the same excel formulas USSC used for the reported fourteen month period and applied them to the twelve month period in question. Please, explain further why total water sold would equal 9,445,981 gallons.

Please, provide similar spreadsheets for the other twelve month periods you referenced as a tool for water loss comparison.

If the unaccounted for water is "spread out over the entire USSC customer base in both distribution only charges, basic facility charges, and commodity charges" then how can USSC pass the entire cost of purchased water, which

includes lost and unaccounted for water, to its distribution-only consumers? It would seem that distribution-only customers are paying for unaccounted for water in the pass through supply charges and again in charges referenced above.

In response to item 6e on page 6, the justification I make for questioning the distribution rate is a comparison of rates within the other companies owned by Utilities, Inc and other water companies.

In response to item 6f on page 6-7, I understand the frustrations around receiving timely notification of bulk water suppliers' rate increases. However, it is still incumbent on the utility to monitor these charges and request increases via procedures established by the Commission. It is certainly not reasonable to continue billing consumers fluctuating and escalating charges without Commission oversight, nor mechanism for consumer audit. As far as the timing of the bulk water suppliers bills, this still does not explain why residents in Dutchman Shores pay different supply rates during identical meter read dates. USSC needs to do a better job with this and that is why I am asking the Commission to review this matter. My average consumption is skewed due to excessive pressure and one large leak caused by it.

In response to item 6g on page 7-8, I want USSC to receive a fair rate of return, and I want to pay for my water usage. It is my belief that USSC distribution-only consumers are paying more for water than we should. Although ratemaking is not determined by competitiveness or marketplace rates, it is an important check mechanism to verify the validity of cost basis. It simply cannot cost this much more to deliver water than other companies. Either USSC spends too much, charges too much, or has inappropriately allocated operating costs to distribution-only customers during ratemaking. It just simply cannot cost USSC twice as much to deliver water to us than another company.

In response to item 7a on page 8-9, I disagree and I am asking that the Commission review this matter.

In response to item 7b on page 9-10, USSC was out of compliance with regulation and therefore the Commission has jurisdiction.

In response to item 8a on page 10-11, I continue to be billed well beyond meter read dates. See attached 3/3/09 invoice for consumption period 11/21/08-12/17/08. As far as I am aware my meter reads were actual reads for June and July bill. I did not receive the letter, but am glad to have it now.

In response to item 8b on page 12, I have taken advantage of the twelve month payment plan.

In response to item 8c on page 12, I do assert that high water pressure caused abnormally high consumption and therefore I feel that I am due a partial credit.

In response to item 8d on page 12-13, I appreciate the explanation.

In response to item 8e on page 13, we cannot use the previous year consumption to establish my average water consumption because the high pressure was affecting my consumption then as well. Please, provide customer service notes establishing how many calls I placed to USSC company during the 2007 billing period attempting to identify the high consumption during that period, too. It is more appropriate to use consumption after the installation of the pressure reducing device 10/6/08. We then could add consumption for irrigation which I used during the 2008 period.

In response to 8f on page 14, someone has to ensure that pressure is within acceptable limits on the distribution system. I do not know how we can expect City of Columbia to test pressure on USSC's portion of the distribution system. This is precisely why I would like the Commission to prompt water utilities, specifically USSC, to test pressure on a regular basis. Alternatively, when a customer complains of unusually high consumption then pressure testing should be part of the routine testing performed when testing for meter accuracy.

In response to item 9a on page 14-15, the timely billing issue continues, as evidenced on the attached 3/3/09 bill. It is unfortunate that the billing software conversion did not go smoothly. This does not change the fact that I still had nothing to prompt me to investigate high consumption. I was faced with over \$800 in water bills at Christmas time during my worst year of income. The billings could have been sent from the old software, or data

could have been exported / imported from one system to another, or something. It is USSC's responsibility to bill in a timely fashion. One excuse is acceptable, but the timely billing issue continues and it needs to be addressed. I did call the USSC local office each month to inquire about missing bills and was told that everyone was missing their bills and not to worry, that I wouldn't be penalized because their bills were late. I did not receive the letter mentioned.

In response to item 9b on page 16-17, please explain how master meter read data versus resident meter read data would have been impacted by billing errors. I have yet to receive an explanation for why there is so much negative water loss reported on this spreadsheet. Ultimately, I want this information to see how much water loss there actually is between master meters and resident meters. And I also want to validate the supply charges that are "passed through" to distribution-only consumers. Some consumers in Dutchman Shores subdivision are actually being charged different supply rates on bills for the same consumption period. None of Dutchman Shores residents are sure of how USSC comes up with the variable supply rates. Neither USSC nor Staff has provided the necessary documentation to support the supply rates. Please provide this documentation. This is another matter that I want the Commission to review.

In response to item 9d on page 17, I am looking at a copy of the March 2008 invoice for 103 Harding St, and there is no credit.

In response to item 9e on page 17-18, this is unacceptable. No operator can accurately assess gallons used during system flushing, even with years of experience. There has to be a way to meter flushed water.

In response to item 9f on page 18, I am left with no choice but to assume that I am being overcharged for water supply. City of Columbia charges less than \$3 per 1000 gallons yet USSC charges me around \$5 per 1000 gallons for that supply, and this supply charge fluctuates each month. If USSC is not overcharging me then please produce documentation substantiating my supply rates. I have provided documentation showing that USSC is charging more than they are paying for City of Columbia water. USSC asserts that they are not overcharging, but has not provided any evidence supporting this assertion.

In response to items 11a, 11b, 11c, 11d on page 18-19, I have studied the financial information related to USSC rate structure and I agree that USSC has used *all* allowable costs and a return on investment target number for rate making. The justification for why our distribution-only rate is set where it is not published. I disagree that the distribution only rate is fair. Distribution-only consumers are paying in multiples of what the full service USSC customers pay, and what other water company customers pay for the same water. USSC claims that it doesn't keep records of allocation of costs for distribution-only water service. This is an irresponsible practice that should be considered during future rate cases. The result of this poor record keeping is that distribution-only customers are paying too much for water.



Utilities Services of South Carolina Inc.

Phone: (800) 367-4314 Gollections: (800) 367-4314 Customer Service. (800) 367-4314 www.uiwater.com

Bill Date Account	Number Due Date	Credit Balance	Summary of Service
03/03/2009	3/26/2009	\$-115.26	Meter Reading Meter # 06103874 Current 425770 12/17/2008
ne LISA LOCHBAUM vice Address 221 DUTCHMAN SHO	•	phone # (803) 546-2304	Previous 422660 11/21/2008 Usage 3 110 Gallons
livity Since Last Bill Previous Balance Payments received as of 03/03/2009 Balance as of 03/03/2009		\$171.20 \$-328.45 \$-157.25	Number of Days. 26 Average Daily Use: 120 Gallons Average Daily Cost: \$ 1.62 Billing History
Iter Distribution and Purchased Wate Water Distribution Base Charge Distribution Charge of 3,110 gallons a Water Supply Charge of 3,110 gallons SC DHEC Fee Total Water Distribution and Purchase tal Amount Due	t \$2.91 per 1,000 gallons s at \$0.004705 per gallon	\$16.53 \$9.05 \$14.63 \$1.78 \$41.99 \$-116.26	
188 BILL WAS 1/15			Consumption History
- 1/22 157,25 3 - 2/19 171,20 3	PAY WEAS		
917.28 STILL OWED	on Phil		
Wishor SARS WAY T	HEN DIEN'T SHOW	FRY WEST ARCANGE	MAR AMOUNT ON 1758

A fee of 1.5% per month will be added if unpaid by the due date. Make check payable to: Utilities Services of South Carolina Inc.

Messages

1550

Utilities, Inc.



Account Number

Due Date:

3/26/2009

Amount Paid

Credit Balance \$-115.26 Do Not Pay

LISA LOCHBAUM 221 DUTCHMAN SHORES DIR CHAPIN SC 29036

Utilities Services of South Carolina Inc PO Box 4509 West Columbia SC 29171-4509

Lisa

From:

"Lisa M Lochbaum" < lisa.lochbaum@pb.com>

To:

<llochbaum@sc.rr.com>

Sent: Subject: Friday, December 19, 2008 11:26 AM FW: Answers to Questions Part II

Lisa Lochbaum | Major Account Executive | Pitney Bowes Cell 803-479-0129 | e-Fax 203-460-3502 | lisa.lochbaum@pb.com 104 Corporate Blvd, Ste 415, West Columbia, SC 29169

From: Campbell, Chad [mailto:ccampbe@regstaff.sc.gov]

Sent: Wednesday, December 17, 2008 3:53 PM

To: Lisa M Lochbaum

Subject: Answers to Questions Part II

• Do we have a way to audit the "Total Water Sold" column in the USSC water loss spreadsheet? None of their numbers seem to add up correctly so I am just curious if these numbers are accurate.

The numbers used in USSC's table are bench numbers (numbers taken by USSC from the bulk master meter). They are numbers taken from the master meter at a different time from the time of the master meter reading recorded by the City of Columbia. Therefore, they will not match—unless the readings are completed at the exact time by both entities. In evaluating water loss, one should focus on the trend over a long period (i.e., several months, etc.) while not omitting individual monthly numbers. The monthly numbers can indicate a need to take immediate assessment of the system for leaks or other problems or to simply continue with routine monitoring.

• The spreadsheet called "Discrepancies" demonstrates that the number of gallons through the master meter does not add up. Where did USSC get their numbers?

The numbers used in USSC's table are bench numbers (numbers taken by USSC from the bulk master meter). These are numbers derived from measurements taken by USSC employees and not the City of Columbia.

• I understand that water companies are not required to offer leak protection to consumers, however, it seems unfair that they would extend this courtesy sometimes and sometimes not. When I had a leak which resulted in a \$500 water bill I was told that there was no leak protection offered. But another residence had a leak and USSC reported this number in their "adjustments" column on the water loss report. Although, they are not required to give leak protection, shouldn't they offer it to everyone or noone? If they offered it to someone else can you make them give it to those of us who have asked for it and been denied (especially considering the fact that I now know that their unusually high water pressure at least partially contributed to my water line break and at least one other resident)?

Pursuant to regulation 103-703, each customer within a given classification shall be charged the same approved rate as every other customer within that classification unless reasonable justification is shown for the use of a different rate or bill, and a contract or tariff setting forth the different rate has been filed and approved by the commission through the issuance of an order. If you have an instance whereby you feel that you were charged inappropriately, then please feel free to file a formal complaint with our office. Please keep in mind that each leak scenario must be evaluated on its own merits. Certain scenarios may dictate a need for a credit and/or an adjustment to a customer's bill while others may not.

• What explanation does USSC have for why the Dutchman Shores master meter consumption has more than doubled year over year? (469,600 cu ft vs 1,432,700 cu ft)

Due to inconsistent data (information provided from the City of Columbia), ORS is unable to adequately evaluate the information provided. Some graphs on the information from the City of Columbia do not match consumption information shown on the bill information. Therefore, ORS cannot conclude that the master meter consumption has more than doubled over time for the Dutchman Shores area.

Even without the master meter water loss report it's not hard to see that what Dutchman Shores residents are paying for supply charges does not match the actual charges. According to my math (\$33,890.66 actual charges from City of Columbia divided by end-user price per 1000 gallons of \$3.81) Dutchman Shores residents are only using 8,895,186 gallons per year. What is USSC's explanation for why there is a 20.5% discrepancy between master meter and resident meters?

While ORS is unable to adequately evaluate the information provided thus far, caution must be taken when attempting to draw conclusions from the data that has been presented. When evaluating the water use information, consideration must be given to water provided to the system and not passed through to the customer via their individual meters (i.e., flushing, mains breaks/leaks, adjustments, etc.). Additional information provided by the utility indicates some of the water was used for flushing and certain "adjustments" on the water accountability form had to be completed as well. One case had a meter leak (103 Harding St. in the subdivision) and the other portion of the adjustment was due to the water meter being misread (132 Harding St.). This was where a 76,091 gallon adjustment in the utility's calculations came from.

 Why is USSC allowed to charge us distribution-only customers so much money? How do they/you allocate how much cost is involved for them in full-service vs distribution-only?

The rates charged to USSC's customers were approved under bond in the last rate case (PSC Docket No. 2007-286-WS). The portion applicable to USSC's distribution-only customers was evaluated and determined to be appropriate based on the cost to operate the utility. The cost analysis was based on an evaluation of the actual expenses associated with operating the utility during a test year (For USSC's current rates, the test year was 2006).

 City of Columbia charges almost full end-user pricing to USSC although they do not have to read meters, invoice, collect, etc. Is this the norm for municipalities which distribute water to private water companies like USSC?

Yes. Typically, the bulk provider charges for water based on the amount of water that passes through the master meter and an additional cost based on the size of the meter.

What recourse do our residents have for the high water pressure? Some us have paid for
pressure-reducing mechanisms and major line breaks due to this extremely high pressure. Will
you handle this for us or do we have to try to work directly with USSC?

ORS is continuing with its investigation into this mater. Regulation 103-774 requires that under normal conditions of use of water, the pressure at a customer's service connection shall be not more than 125 psig. Pressure outside this limit specified will not be considered a violation when the variations result from the action of the elements, consist of infrequent fluctuations not exceeding five minutes' duration, arise from service interruptions, results from causes beyond the control of the utility, or result from variations in service elevations which are local and which can be controlled in a satisfactory manner.

• USSC has never returned a call to me when I have questions about my high water bills. The front-line agents who answer phones are friendly, but lack the knowledge to speak about anything other than checking for leaks in toilets and faucets and things. In the 18 months I have lived here I have had 5 excessively high water bills (4 at or above \$300, and 1 at \$500). Several other residents have claimed the same....outrageously high spikes in supposed consumption. What resources do we have to investigate why this is happening? I know for a fact that I am not consuming as much water as they say I am on the unusually high bills.

Consumers may contact the Office of Regulatory Staff at 1-800-922-1531. An investigation will be initiated into the high bill complaint.

 Why are Dutchman Shores residents' meters all read on different days? Couldn't USSC cut costs significantly by sending a meter reader to our neighborhood 1 time per month? Does your agency regulate or encourage "wise spending" by water companies?

Prudent spending is always encouraged. During a rate case, all expenses are evaluated to determine its prudency. It should be noted that some meters will be read on different days when an abnormally occurs from a review of the readings on the part of the utility or a complaint from the customer.

• I noticed in the court documents that a tremendous amount of attorney fees that USSC is spending trying to get another increase is being calculated into the rates they are charging us. Am I mistaken or is this is correct....and how are they allowed to charge us for that? If they are allowed to charge us for that then they have absolutely incentive to stop fighting the rate increase.

ORS determined that the utility incurred \$104,318 in rate case expenses for the most recent request. Rate case expenses are allowed to be counted towards the normal expenses for operating a utility and these expenses are borne by the rate payers. Expenses incurred by the utility for the appeal of any decision by the PSC are not normally borne by the rate payers.

• Will you send a link to me with the law regarding rights to serve water? It is a long shot but I want to see if we can change the law so that areas like us can choose a financially responsible water company to serve our area at a more average price.

SECTION 5-31-50. Exclusive municipal franchises for furnishing water or waste disposal service.

All cities and towns of this State may grant to persons the exclusive franchise of furnishing water or waste disposal service to such cities and towns and the inhabitants thereof for a period not exceeding forty years. No such franchise shall be valid unless it shall first receive the vote of two thirds of the governing body of the city or town granting it and be subsequently confirmed by a vote of a majority of the qualified electors of such city or town, voting at an election to be called specially for the purpose. Any ordinance or resolution granting such a franchise shall prescribe a method for determining rates for furnishing water, both for public and private consumption, and for waste disposal service, and make provision for periodic renewal of such franchises. No such franchise shall exceed a period of forty years from the initial delivery of water or the commencement of waste disposal services or affect any existing contractual rights.



Printed Domestic Labels

Transaction #: 136809628

Charged to: MC ******7305

Labels Included: 3

Print Date/Time: 3/16/09 5:30:01 AM CDT



	Dslivery Address	Package Info	Service	Price
1 of 3	JEFFREY M. NELSON, E OFFICE OF REGULATORY PO BOX 11263 COLUMBIA, SC 29211-1263	Ship Date: 03/16/09 Weight: Olbs 8oz From: 29036	Priority Mail Flat Rate Env Delivery Confirm. Label Total	\$4.80 \$0.00 \$4.80
Delivery	Confirmation™ Label Number: 0103 8	3555 7496 5548 5198		
2 of 3	JOHN M. S. HOEFER WILLOUGHBY AND HOEFE PO BOX 8416 COLUMBIA, SC 29202-8416	Ship Date: 03/16/09 Weight: Olbs 8oz From: 29036	Priority Mail Flat Rate Env Delivery Confirm. Label Total	\$4.80 \$0.00 \$4.80
Delivery	Confirmation™ Label Number: 0103 8	555 7495 0868 4563		
3 of 3	HONORABLE CHARLES TE PUBLIC SERVICE COMMI PO BOX 11649 COLUMBIA, SC 29211-1649	Ship Date: 03/16/09 Weight: 0lbs 8oz From: 29036	Priority Mail Flat Rate Env Delivery Confirm. Label Total	\$4.80 \$0.00 \$4.80

Domestic Order Total: \$14.40

ENVELOPE CONTENTS COPIED TO ALL ABOVE